

\*\*\*\*\*Start of Advertisement\*\*\*\*\*

State of Washington  
Notice of Intent  
*Good To Go! Tolling Back-Office System*

The Washington State Department of Transportation intends to issue a Request for Qualifications (RFQ) and subsequent Request for Proposals (RFP) to engage qualified vendors for professional services to design, develop, implement and maintain a Toll Back Office System (BOS). The tentative release date of the RFP is December 1, 2016, responses due on or about April 1, 2017 and the expected contract start date is July 2017. The project will serve WSDOT's I-405 Express Toll Lanes (ETL), SR520 bridge, Tacoma Narrows Bridge, SR167 Express Toll Lanes, SR99 Bored Tunnel as well as future facility expansion. In FY 2015 WSDOT Toll Division handled 37.6 million transactions with toll revenue of \$138 million. WSDOT projects over the next 10 years it will process 742 million toll transactions, with potential revenue of \$2.3 billion.

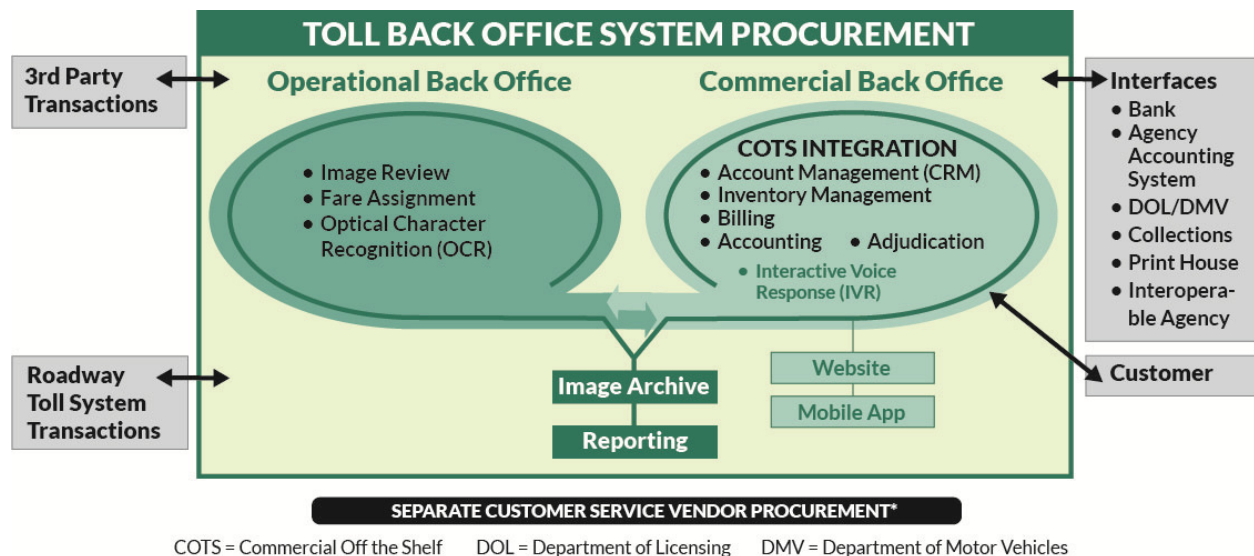
After award of the BOS, WSDOT will separately release a RFP for a Customer Service vendor.

The WSDOT Toll Division has identified two primary aspects of the system architecture requirements: (1) operational back office where the toll transaction management is performed; and (2) commercial back office where the customer information is stored and customer relationship management (CRM) and billing functions are performed. This approach to toll system architecture combines the experiences of multiple toll system vendors and toll agencies into a forward-looking solution which will support WSDOT goals.

Within this system architecture, the BOS must interface with the existing facility Roadway Toll Systems (RTS), along with Department of Licensing, Washington State Ferries, Banks, the WSDOT Accounting system, and should be designed to provide a sustainable, configurable and scalable solution. The successful system vendor will be able offer a solution that emphasizes as many commercial off the shelf (COTS) software and/or existing software packages as possible. Please see the anticipated RFP timeline for key dates and the anticipated procurement process.

**\*\*\*\*\*As a supplement to the previous NOI, WSDOT Tolling has provided further clarification of the WSDOT BOS concept.**

**WSDOT's current expectations is that much of the functionality in the commercial back office (CBOS) will be configuration-based and potentially some extension of commercial off-the-shelf (COTS) based software solutions found in enterprise resource planning (ERP) and/or customer relationship management (CRM) software solutions is anticipated. While it's understood and unavoidable to eliminate customization in this area, the intent is to avoid a fully customized "in-house" accounting solution that limits CBOS flexibility. The functionality in the operational back office (OBOS), on the other hand, is likely to consist of more built for purpose functionality specific to the tolling industry. As such WSDOT would welcome teaming to achieve an overall back office system that maximizes the potential of these concepts resulting in an efficient modern platform.**



## KEY MILESTONES

- **Sept. 2016** Release Request for Qualifications
- **Oct. 2016** Release Draft RFP for Industry Comment
- **Oct. 2016** Announce Short-list of Pre-Qualified Proposers
- **Dec. 2016** Release RFP to Pre-Qualified list
- **April 2017** Final Proposals Due
- **June 2017** Announce Apparent Successful Vendor

Vendors interested in receiving a copy of the procurement documents may download a copy after the RFQ, Draft RFP and RFP are released at the following Web site:

<http://www.wsdot.wa.gov/Business/Contracts/>. Vendors may receive e-mail notifications for new postings and download procurement documents by registering in WEBS at the following link:  
<http://www.ga.wa.gov/Business/index.html>.

Washington State is an equal opportunity employer and Minority- and Women-owned businesses are encouraged to reply.

### **Rick Naten, RFP Coordinator**

Department of Transportation  
 310 Maple Park Ave. SE 2B1  
 Olympia, WA. 98501-2348  
 Tel: (360) 705-7741  
 Email: [NatenR@wsdot.wa.gov](mailto:NatenR@wsdot.wa.gov)

\*\*\*\*\* End of Advertisement \*\*\*\*\*